

REQUEST FOR ACCESS TO HEALTH INFORMATION

Name of Client	Date of Request	
Mailing Address – Street or P.O. Box	Social Security Number, Patient Number, or State ID	
City, State, and Zip Code	Phone Number	Birth Date
Check all of the programs that apply: <input type="checkbox"/> Medicaid <input type="checkbox"/> hawk-i <input type="checkbox"/> Facility		
To be completed by the client or the client's personal representative		
<p>I ask the Department of Human Services give me access to the following health information about me or members of my family. I understand that I will get the information or a denial of my request in 30 days if the information is easily available. If the information is not easily available, I will get it in 60 days unless the Department writes to me giving me the reasons for needing more time (up to 30 more days).</p> <p>I understand that there may be a charge for making a copy of this information and that I will be told of the charge before I receive the information.</p> <p>I understand that there are certain types of health information that the Department cannot release by law, such as psychotherapy notes. I understand:</p> <ul style="list-style-type: none"> • If my request is denied because a medical professional believes the information may cause harm to me or to someone else, I can ask that another medical professional review the decision. If the second medical professional still denies my request, I can appeal that decision. • If my request is denied for any other reason, I can appeal the decision. <p>I would like access to the following health information: <i>(Name the subject of the information.)</i></p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>I want this information for the following dates (cannot be before April 14, 2003):</p> <p>From: _____ To: _____</p>		
Client or Personal Representative's Signature	Date	

To be completed by Privacy Office	
<input type="checkbox"/> Request is granted. <input type="checkbox"/> Request is denied. Reason for denial: _____	
Manual and Rule Reference:	
Privacy Officer's or Official's Signature	Date

RIGHT OF APPEAL

If you disagree with any action or failure to act concerning this request, you have the right to appeal, as stated in 441 Iowa Administrative Code Chapter 7. To appeal means to ask the Department of Human Services to look one more time at the decision you think is wrong.

How to Appeal. You must appeal in writing. Mail your appeal to the Appeals Section of the Department of Human Services (DHS) at the address given below. There is no fee or charge for an appeal. Your appeal does not need to be on an appeal form, but if you would like to use a form, the appeal forms may be obtained at your local DHS county office, from **hawk-i** customer service, or from the Privacy Office in your facility. You can also submit your appeal electronically at www.dhs.state.ia.us/appeals.asp.

Appeals Section, 5th Floor
 Iowa Department of Human Services
 1305 E Walnut Street
 Des Moines IA 50319-0114

Time Limits. To get a hearing, **you must mail your appeal within 30 days** of the date of decision on this form. The DHS Director can approve a late appeal if the Director finds that there is a good reason for the appeal being late. There will be no hearings for appeals filed more than 90 days after the date of the notice.

Granting a Hearing. DHS will determine whether a hearing will be held. If a hearing is held, you will get a letter telling you of the procedure for the hearing. If a hearing is not granted, you will get a letter telling the reason and what steps you can take at that point.

Presenting Your Case. If an appeal hearing is held, you may explain your disagreement or have someone else like a relative or friend explain your disagreement for you. You may be represented by an attorney, but DHS will not pay for the attorney. Your county DHS office has information about legal services available to you that are based on your ability to pay. You may also phone Iowa Legal Aid at 1-800-532-1275. If you live in Polk County, phone 243-1193.

POLICY ON NONDISCRIMINATION

This action was taken without regard to race, creed, color, sex, age, physical or mental disability, religion, national origin, or political belief. If you think you have been discriminated against for any of the reasons stated above, you may file a complaint with DHS by completing a Discrimination Complaint form, which you can get from any DHS office or the DHS Diversity Programs Unit. You may also file a complaint with the Iowa Civil Rights Commission (if you feel you were discriminated against **because of** your race, creed, color, national origin, sex, religion, or disability) or the United States Department of Health and Human Services, Office for Civil Rights.

For assistance or consultation you may contact your county DHS office or:

Iowa Department of Human Services Diversity Programs Unit 1st Fl 1305 E Walnut St Des Moines IA 50319-0114	U.S. Department of Health and Human Services Office for Civil Rights Region VII 601 E 12 St Rm 248 Kansas City MO 64106-2808	Iowa Civil Rights Commission 211 E Maple St 2nd Fl Des Moines IA 50309-1858
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